

# Symantec™ AntiVirus for Handhelds - Corporate Edition Client Guide



# Symantec™ AntiVirus for Handhelds - Corporate Edition Client Guide

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- Advanced features, such as the Symantec Alerting Service and Technical Account Manager role, offer enhanced response and proactive security support

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- Hardware information
- Available memory, disk space, NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description
  - Error messages/log files
  - Troubleshooting performed prior to contacting Symantec
  - Recent software configuration changes and/or network changes

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- Product registration updates such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information on product updates and upgrades
- Information on upgrade insurance and maintenance contracts
- Information on Symantec Value License Program
- Advice on Symantec's technical support options
- Nontechnical presales questions
- Missing or defective CD-ROMs or manuals

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# Introducing Symantec AntiVirus for Handhelds - Corporate Edition

This chapter includes the following topics:

- [About Symantec AntiVirus for Handhelds - Corporate Edition](#)
- [Components of Symantec AntiVirus for Handhelds - Corporate Edition](#)
- [How Symantec AntiVirus for Handhelds - Corporate Edition works](#)
- [What you can do with Symantec AntiVirus for Handhelds - Corporate Edition](#)
- [Where to get more information about Symantec AntiVirus for Handhelds - Corporate Edition](#)

# About Symantec AntiVirus for Handhelds - Corporate Edition

Symantec AntiVirus for Handhelds - Corporate Edition provides secure mobile computing through comprehensive, reliable protection against malicious code for Palm OS and Pocket PC handheld devices.

## Components of Symantec AntiVirus for Handhelds - Corporate Edition

Table 1-1 lists and describes the components of Symantec AntiVirus for Handhelds - Corporate Edition.

**Table 1-1** Symantec AntiVirus for Handhelds - Corporate Edition components

Component	Description
Desktop component	Provides configuration and management of antivirus activities from the desktop.
Handheld device component	Provides real-time, on-demand, and scheduled virus scans on handheld devices. In addition, the handheld device component logs antivirus activities and uploads them to the desktop during synchronization.
LiveUpdate	Updates virus definitions files on the desktop. Depending on your configuration, LiveUpdate can obtain virus definitions update files from an internal LiveUpdate server or from the Symantec LiveUpdate server.
LiveUpdate Wireless	Allows you to update virus definitions files on handheld devices with wireless Internet connectivity. LiveUpdate Wireless obtains virus definitions files updates from the Symantec LiveUpdate server.
Serial number certificate	Depending on how you purchased Symantec AntiVirus for Handhelds - Corporate Edition, the serial number certificate may be sent to you in the mail, delivered as an email attachment, or included in the box. You use the serial number to obtain a License File from the Symantec licensing Web site.

# How Symantec AntiVirus for Handhelds - Corporate Edition works

Symantec AntiVirus for Handhelds - Corporate Edition consists of several components that work together to keep handheld devices protected from viruses.

## How handheld devices are protected

Symantec AntiVirus for Handhelds - Corporate Edition uses virus definitions files to identify viruses. As files are accessed on the handheld device, Auto-Protect provides automatic, real-time virus scanning. In addition, users may also perform on-demand scans and scheduled scans. When Symantec AntiVirus for Handhelds - Corporate Edition scans a suspicious file, it blocks access to the file and presents users with a dialog box that allows them to delete the file or allow it.

**Note:** Auto-Protect handles virus scans on the different platforms in a slightly different manner. On Palm OS 3.5/4.x devices, Auto-Protect scans files before they are executed. On Palm OS 5.x devices, Auto-Protect scans files as they are executed. On Pocket PC devices, files are scanned whenever they are copied or moved.

## Types of virus scans

Symantec AntiVirus for Handhelds - Corporate Edition supports four types of virus scanning, which are summarized in [Table 1-2](#).

**Table 1-2**                      Types of virus scans

Scan type	Description
Auto-Protect	Real-time scanning continuously inspects files as they're accessed on the handheld device. Real-time protection is enabled by default.
Post-synchronization	Files are scanned after each synchronization.
On-demand	Manual or on-demand scans inspect selected files and folders on the handheld device.
Scheduled	Selected files and folders on the handheld device are scanned according to a predefined schedule.

## What happens when Symantec AntiVirus for Handhelds - Corporate Edition finds a virus

When Symantec AntiVirus for Handhelds - Corporate Edition identifies a suspicious file, it does the following:

- Blocks access to the file
  - Displays a dialog box on the handheld device that provides information about the potentially infected file, and provides the option of deleting or allowing the suspicious file
  - Logs the found virus as an event
- See [“About scanning for and responding to viruses”](#) on page 18.

## How virus protection and Symantec AntiVirus for Handhelds - Corporate Edition are updated

Symantec Security Response provides Symantec customers with regular virus definitions files updates to keep their virus protection current. In addition, Symantec may provide software updates that fix issues with Symantec AntiVirus for Handhelds - Corporate Edition.

Symantec AntiVirus for Handhelds - Corporate Edition offers the following two methods for updating virus definitions files:

- LiveUpdate: LiveUpdate on the desktop can pull virus definitions files updates directly from the Symantec LiveUpdate server or an internal LiveUpdate server and automatically update a handheld device the next time that it is synchronized. For handheld devices that infrequently or never synchronize with a desktop, Symantec AntiVirus for Handhelds - Corporate Edition can use LiveUpdate Wireless and a wireless Internet connection to connect to the Symantec LiveUpdate server and obtain virus definitions files updates.
- Symantec AntiVirus Corporate Edition integration: Symantec AntiVirus for Handhelds - Corporate Edition seamlessly integrates with Symantec AntiVirus Corporate Edition virus definitions files update methods. You can leverage your current update methods to update antivirus protection for both desktops and handheld devices.

See [“About updating Symantec AntiVirus for Handhelds - Corporate Edition”](#) on page 24.

## How histories are logged

Symantec AntiVirus for Handhelds - Corporate Edition records the following information about the actions that are performed on the handheld device as well as the desktop:

- Viruses found
- Virus scans
- Configuration changes
- Synchronizations between handheld devices and the desktop
- Virus definitions files and software updates

The handheld device maintains a local cache of history data that can be viewed directly on the handheld device. When the handheld device is synchronized with its desktop, the event log automatically uploads to the desktop, and can be viewed and managed on the desktop.

See [“About histories, events, and alerts”](#) on page 28.

# What you can do with Symantec AntiVirus for Handhelds - Corporate Edition

Table 1-3 summarizes what you can do with Symantec AntiVirus for Handhelds - Corporate Edition.

**Table 1-3** Symantec AntiVirus for Handhelds - Corporate Edition features

Feature	Description
Protect handheld devices with real-time and on-demand scanning for viruses.	Auto-Protect continuously scans for malicious code on the handheld device. With Auto-Protect, suspicious files cannot be opened without the user's permission. When Auto-Protect identifies a suspicious file, users have the option of deleting, not opening, or opening the file. In addition, users can perform on-demand scans, automatic scans when new files are downloaded, and scheduled scans.  See <a href="#">"Types of virus scans"</a> on page 11.
Automatically update virus protection.	Symantec AntiVirus for Handhelds - Corporate Edition employs virus definitions files that contain a list and details of known Palm OS or Pocket PC viruses. If configured, the desktop automatically receives virus definitions update files and updates the protection on the handheld devices with which it synchronizes. For handheld devices with Internet connectivity, LiveUpdate Wireless can update the device with the latest virus definitions and product updates over the Internet. For environments that use Symantec AntiVirus Corporate Edition, virus definitions can be transparently rolled out to all desktops that use Symantec AntiVirus for Handhelds - Corporate Edition.  See <a href="#">"About updating Symantec AntiVirus for Handhelds - Corporate Edition"</a> on page 24.

**Table 1-3** Symantec AntiVirus for Handhelds - Corporate Edition features

Feature	Description
Monitor antivirus activity.	<p>The Activity Log provides key information about protection and configuration. The Activity Log provides access to antivirus activities including partial scans, full scans, found viruses, deleted infected files, and failures to delete infected files. During synchronization, comprehensive data reporting on virus activity, scan history, and other event history is transferred to the desktop, and is viewable on the desktop through the History screen.</p> <p>See <a href="#">“About histories, events, and alerts”</a> on page 28.</p>
Protect multiple handheld devices from the same desktop.	Users who use more than one handheld device can protect and monitor them all from the same desktop.
Protect both Palm OS and Pocket PC handheld devices.	Symantec AntiVirus for Handhelds - Corporate Edition supports handheld devices based on the Palm OS and Microsoft Pocket PC platforms.

## Where to get more information about Symantec AntiVirus for Handhelds - Corporate Edition

You can find additional information on the Symantec Web site at [www.symantec.com](http://www.symantec.com).





# Scanning for and responding to viruses

This chapter includes the following topics:

- [About scanning for and responding to viruses](#)
- [Using Auto-Protect to automatically scan files](#)
- [Initiating an on-demand scan](#)
- [Configuring post-synchronization scans](#)
- [Scheduling repeating scans](#)

# About scanning for and responding to viruses

The Auto-Protect feature provides real-time scanning of files as they are accessed on the handheld device. In addition, you may perform scans on demand, after a synchronization, or according to a schedule.

## Scan configuration options

Table 2-1 summarizes the scan configuration options and where they are configured.

Table 2-1            Scan configuration options

Platform	Options
Handheld device	<div>You can configure the following scan settings on the handheld device:</div> <ul style="list-style-type: none"><li>■ Handheld Auto-Protect</li><li>■ Post-synchronization scans</li><li>■ Handheld device expansion card scans</li></ul>
Desktop	<div>You can configure the following scan settings on the desktop (when Symantec AntiVirus for Handhelds - Corporate Edition is managed by SESA, these settings are not configurable on the desktop):</div> <ul style="list-style-type: none"><li>■ Handheld Auto-Protect</li><li>■ Handheld device expansion card scans</li><li>■ Locking post-synchronization scans</li><li>■ Locking scan cancellation on the handheld device</li></ul>

**Note:** Depending on how your administrator configured your software, these options may or may not be configurable.

## Using Auto-Protect to automatically scan files

As files are accessed on the handheld device, Auto-Protect provides automatic, real-time virus scanning. When Symantec AntiVirus for Handhelds - Corporate Edition scans a suspicious file, it blocks access to the file and presents a dialog box that allows you to delete, allow, or (for Palm OS only) deny access to the file.

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**Note:** Depending on your environment, Auto-Protect may or may not be configurable from the desktop.

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### Using Auto-Protect on Palm OS handheld devices

[Table 2-2](#) summarizes what you can do when Auto-Protect finds a virus on your Palm OS handheld device.

**Table 2-2** Auto-Protect options on Palm OS handheld devices

Option	Description
Delete	This action deletes the infected file and is the recommended action. After you tap Delete, a message appears telling you to reset your handheld device.
Deny Access	This action does not open the infected file and stops the current activity to prevent you from using an infected file.
Allow	This action continues the current activity. Select this action only if you are sure that a virus is not at work. You will receive an alert each time that you open the file. If you are not sure what to do, do not open the file.

## Using Auto-Protect on Pocket PC handheld devices

Table 2-3 summarizes what you can do when Auto-Protect finds a virus on a Pocket PC handheld device.

**Table 2-3** Auto-Protect options on Pocket PC handheld devices

Option	Description
Delete	This action deletes the infected file and is the recommended action. After you tap Delete, a message appears telling you to reset your handheld device.
Allow	This action continues the current activity. Select this action only if you are sure that a virus is not at work. You will receive an alert each time that you open the file. If you are not sure what to do, do not open the file.

**To use Auto-Protect to automatically scan files**

- 1 On the desktop, in the main Symantec AntiVirus for Handhelds - Corporate Edition window, click **Configure**, then click **AntiVirus Configuration**.
- 2 Click **Handheld Auto-Protect**.

## Initiating an on-demand scan

Initiate an on-demand scan if you think that the handheld device may contain a virus. This is particularly important if you have ever disabled Auto-Protect on the handheld device.

**Note:** If you initiate an on-demand scan with Handheld Expansion Card Scanning enabled, Symantec AntiVirus for Handhelds - Corporate Edition scans the expansion card for viruses.

**To initiate an on-demand scan**

- 1 On the handheld device, on the Symantec AntiVirus screen, tap **Scan**.  
When the scan is complete, Symantec AntiVirus for Handhelds - Corporate Edition displays a list of any viruses found.
- 2 To remove a virus, tap an item in the list, then on the Symantec AntiVirus screen, click **Delete**.  
See “[Scan configuration options](#)” on page 18.

## Configuring post-synchronization scans

A one-time post-synchronization scan can be configured on the desktop. In addition, the desktop and handheld device can configure Symantec AntiVirus for Handhelds - Corporate Edition to scan after each synchronization.

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**Note:** On Pocket PCs, post-synchronization scans only occur if the synchronization changes files on the handheld device. If there are no new or changed files to synchronize, no scan occurs.

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See [“Scan configuration options”](#) on page 18.

### Configure post-synchronization scans

Post-synchronization scans may be configured to occur after the next synchronization or after every synchronization.

#### To configure a scan after the next synchronization

- 1 On the desktop, in the Scans window, click **Scan After Synchronization**.
- 2 Click **Scan after next synchronization**.  
Symantec AntiVirus for Handhelds - Corporate Edition automatically initiates a one-time scan after the next synchronization.

#### To configure a scan after each synchronization using the handheld device

- 1 On the Symantec AntiVirus screen, tap **Tools > Preferences**.
- 2 Tap **Scan all after synchronization**.

#### To configure a scan after each synchronization using the desktop

- 1 On the desktop, in the Scans window, click **Scan After Synchronization**.
- 2 Click **Always scan after synchronization**.

## Scheduling repeating scans

Scheduled scans may be configured from the desktop.

### Schedule repeating scans

A scheduled scan can repeat every day, every week, every month, or once at a specific date and time.

**To schedule a scan that repeats every day, every week, or every month**

- 1** On the desktop, in the Scans window, click **Scheduled Scan**.
- 2** Check **Enable scan**.
- 3** Select a daily, weekly, or monthly frequency.
- 4** Select the schedule for the scan.
- 5** Synchronize the handheld device.

**To configure a one-time scan on a specific date**

- 1** On the desktop, in the Scans window, click **Scheduled Scan**.
- 2** Check **Enable scan**.
- 3** Click **Once**.
- 4** Specify the year, month, day, and time for the scan.
- 5** Synchronize the handheld device.

# Updating Symantec AntiVirus for Handhelds - Corporate Edition

- [About updating Symantec AntiVirus for Handhelds - Corporate Edition](#)
- [Using LiveUpdate to update Symantec AntiVirus for Handhelds - Corporate Edition](#)

## About updating Symantec AntiVirus for Handhelds - Corporate Edition

Symantec AntiVirus for Handhelds - Corporate Edition supports the following update methods:

- Virus definitions files updates: Symantec products use virus definitions files to identify viruses. Symantec Security Response researches and responds to new virus threats and provides customers with virus definitions files updates as new viruses emerge.
- Software updates: Symantec occasionally provides software patches that fix software issues with Symantec AntiVirus for Handhelds - Corporate Edition.

## Using LiveUpdate to update Symantec AntiVirus for Handhelds - Corporate Edition

By default, Symantec AntiVirus for Handhelds - Corporate Edition is configured to do the following:

- Use LiveUpdate on the desktop to automatically or manually update both virus definitions files and the Symantec AntiVirus for Handhelds - Corporate Edition software. LiveUpdate can automatically check for an Internet connection in five-minute intervals. When LiveUpdate is able to connect to the Internet, it downloads the latest virus definitions update files and installs them on the desktop. Following the initial download, LiveUpdate checks for updates at four-hour intervals. LiveUpdate may be configured from the desktop.
- Perform an Express LiveUpdate session, in which there is no interaction required.
- Allow handheld devices to initiate a LiveUpdate Wireless session.

---

**Note:** Depending on how your administrator configured your installation, these options may or may not be available.

---

### Configure LiveUpdate options

To use LiveUpdate Wireless, the handheld device must have wireless Internet connectivity, and, if your network uses proxies, the appropriate proxy settings in order to connect to the Internet via a proxy server.



### **To configure LiveUpdate on the desktop**

- 1** In the main Symantec AntiVirus for Handhelds - Corporate Edition window, click **File > Configure Desktop LiveUpdate**.
- 2** In the Configure Desktop LiveUpdate window, check **Enable Automatic LiveUpdate** to enable Automatic LiveUpdate.
- 3** Select one of the following:
  - **Apply updates without interrupting me:** Enables Express LiveUpdate. The desktop will automatically initiate a LiveUpdate session.
  - **Notify me when updates are available:** Offers the option of beginning a LiveUpdate session when virus definitions files updates are available.
- 4** Click **Apply**.

### **To configure LiveUpdate Wireless on the desktop**

- 1** In the main Symantec AntiVirus for Handhelds - Corporate Edition window, double-click **Configure**.
- 2** Click **LiveUpdate Wireless Configuration**.
- 3** Check **Use LiveUpdate Wireless Server**.

### **To set proxy server settings for LiveUpdate Wireless using the desktop**

- 1** In the main Symantec AntiVirus for Handhelds - Corporate Edition window, double-click **Configure**, then click **LiveUpdate Wireless Configuration**.
- 2** Click **Use HTTP Proxy**.
- 3** Type the proxy settings for your network.

### **To set proxy server settings for LiveUpdate Wireless using the handheld device**

- 1** On the Symantec AntiVirus screen, tap **Tools > LiveUpdate**.
- 2** On the LiveUpdate screen, tap **Tools > Preferences**.
- 3** Tap **Use HTTP Proxy**.
- 4** Type the proxy settings for your network.
- 5** Click **OK**.



# Viewing and configuring histories, events, and alerts with Symantec AntiVirus for Handhelds - Corporate Edition

This chapter includes the following topics:

- [About histories, events, and alerts](#)
- [Working with histories on the handheld device](#)
- [Working with histories on the desktop](#)

# About histories, events, and alerts

The handheld device maintains a local history of any antivirus activity. The data may be viewed directly on the handheld device. When the handheld device is synchronized with a desktop, its history data is uploaded to the desktop, where it may be viewed on the desktop.

**Note:** Given the screen space limitations of handheld devices, only a subset of a handheld device’s history data is viewable on the handheld device. The full set of history data is viewable on the desktop.

Table 4-1 lists and describes the history data that is recorded by the handheld device.

**Table 4-1** Histories recorded by the handheld device

History	Description
Partial scans	A partial scan entry is added when a user cancels a scan, or only scans part of the handheld device (for example, only the handheld device’s main memory, and not its expansion card).
Full scans	A full scan entry is added when the entire handheld device, including any expansion cards, is scanned.
Found viruses	A found virus entry is added whenever Symantec AntiVirus for Handhelds - Corporate Edition identifies a file that is infected with a virus.
Deleted files	A log entry is added when a user uses Symantec AntiVirus for Handhelds - Corporate Edition to delete an infected file.

See “How histories are logged” on page 13.

# Working with histories on the handheld device

You can use the Activity Log on the handheld device to view the antivirus activities on the handheld device.

## Work with entries in the Activity Log

The Activity Log displays antivirus activity on the handheld device and also lets you delete activities from the log.

**To work with entries in the Activity Log on Pocket PC handheld devices**

- 1** On the handheld device, on the Symantec AntiVirus screen, tap **Tools > Activity Log**.
- 2** If you want to view details or delete an entry, tap the entry.
- 3** On the Log Detail screen, tap **Delete** to delete the entry.
- 4** In the confirmation dialog box, tap **Yes**.  
See [“Working with histories on the desktop”](#) on page 29.

**To work with entries in the Activity Log on Palm OS handheld devices**

- 1** On the handheld device, on the Symantec AntiVirus screen, tap **Menu > Activity Log**.
- 2** Do one of the following:
  - To delete an entry, tap **Delete**.
  - To clear the Activity Log of all entries, tap **Clear All**.See [“Working with histories on the desktop”](#) on page 29.

## Working with histories on the desktop

The desktop component of Symantec AntiVirus for Handhelds - Corporate Edition provides three categories of activities. [Table 4-2](#) lists each history

category, what it records, and the values displayed. In addition, the desktop can purge all log data.

**Table 4-2** Histories recorded on the desktop



History	Description	Data displayed
Virus	Viruses identified on the handheld device	<div>The virus history displays the following data:</div> <div><div>■ File status, displayed as one of the following icons: Deleted:  Allowed: </div><div>■ Date the virus was discovered</div><div>■ Device type</div><div>■ Operating system</div><div>■ Operating system version</div><div>■ Profile/Partnership name</div><div>■ Name of the virus</div><div>■ Virus number</div><div>■ The Virus Definition version that was used to discover the virus</div><div>■ Type of infected item</div><div>■ Path of infected files</div><div>■ Path to the file that is inside of a compressed file</div><div>■ Status of the item that is inside of a container file</div><div>■ File size</div><div>■ The ID of the scan in which the virus was discovered</div></div>

Table 4-2 Histories recorded on the desktop











History	Description	Data displayed
Scan	Scanning activities on the handheld device	<div>The scan history displays the following data:</div> <div><div>■ Action type, displayed as one of the following icons: Scan started:   Scan ended:   Scan cancelled: </div><div><div>■ Scan date</div><div>■ Device type</div><div>■ Device operating system</div><div>■ Operating system version</div><div>■ Profile/Partnership name</div><div>■ Scan description</div><div>■ Scan ID</div><div>■ Scan type: Manual or scheduled</div></div></div>

Table 4-2 Histories recorded on the desktop

History	Description	Data displayed
Event	Configuration changes and updates on the handheld device	<div>The event history displays the following data:</div> <div><div>■ Event type, displayed as one of the following icons: Virus definitions files update: </div><div>Auto-Protect enabled: </div><div>Auto Protect disabled: </div><div>Application update: </div><div>Synchronization start: </div><div>Synchronization end: </div><div>Profile name changed: </div></div> <div><div>■ Event date</div><div>■ Device type</div><div>■ Device operating system</div><div>■ Operating system version</div><div>■ Profile/Partnership name</div><div>■ Virus Definition Update: The version number of the definition file</div><div>■ Configuration Change: The source of the configuration change (user or administrator)</div><div>■ Application Update: The application revision number</div><div>■ Sync: The unique synchronization ID assigned by Symantec AntiVirus for Handhelds - Corporate Edition</div></div>

Work with histories on the desktop

The desktop can display all logged histories, the histories for the day, the week, the month, or histories filtered by a specified date range. In addition, you can also delete history data from the desktop.



**To display history data for today, the past seven days, the current month, or all items**

- 1** On the desktop, in the main Symantec AntiVirus for Handhelds - Corporate Edition window, click **Histories**.
- 2** In the Symantec AntiVirus for Handhelds - Corporate Edition window, in the right pane, select the type of history that you want to view.
- 3** Click the list box, then select one of the following:
  - Today
  - Past 7 Days
  - This Month
  - All Items
- 4** Double-click an event to view its details.

**To display history data for a selected date range**

- 1** On the desktop, in the main Symantec AntiVirus for Handhelds - Corporate Edition window, click **Histories**.
- 2** In the Symantec AntiVirus for Handhelds - Corporate Edition window, in the right pane, select the type of history that you want to view.
- 3** Click the list box, then click **Selected Range**.
- 4** In the Date Range Filter dialog box, type a Start Date and an End Date.
- 5** Click **OK**.
- 6** Double-click an event to view its details.

**To purge log data using the desktop**

- 1** On the desktop, in the main Symantec AntiVirus for Handhelds - Corporate Edition window, click **Histories > Purge Log History**.
- 2** Click **Yes**.  
See [“Working with histories on the handheld device”](#) on page 28.



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